

## **Quality Assurance Staffing NC Medicaid Guidelines for Nursing Facility Providers**

### ***Minimum Qualifications:***

People hired to carry out Quality Assurance (QA) functions for nursing facilities must meet specific minimum qualifications:

- The Quality Assurance individual should have a clinical background with sufficient background and training in QA. This translates to at least one (1) year of experience working in a long-term care facility; and/or, completion of at least 16 hours training in quality assurance methods and processes, as taught by certified health care/QA professionals. Certification organizations include: InterQual, National Association of QA Professionals and ABQAURP (American Board of Quality Assurance and Utilization Review Physicians, Inc). Also included are programs approved by accrediting bodies for Nursing Home Administrators (national organizations as well as state organizations) and the American Nurses Association or their state affiliates.

### ***Program Requirements:***

In addition to QA staff education and training requirements, QA programs must meet the following requirements:

- There must be a formal, written quality assurance program manual that describes QA policies and procedures (reports and forms).
- There must be written job descriptions detailing the QA functions, duties and responsibilities of QA staff. Such duties should include: training facility staff on QA policies and procedures, indicators and outcome measures; clinical consultation on resident care, treatments and care plans; reviewing resident health information and analysis of health conditions and events; and, targeting problem areas.
- Any QA consultants allocated from a home office must have on-site time devoted to each facility. On-site time should occur at least once every quarter.

### ***QA Staffing Levels:***

#### **Facility QA**

Up to one FTE QA position can manage up to 200 beds at the facility level. The facility management can use facility employees or external consultants can be secured, but the combination cannot exceed 1 FTE. Facilities having more than 200 beds can pro-rate additional QA staff at the rate of 1 FTE per 200 beds.

#### **Corporate QA**

One FTE corporate QA consultant can manage 500 nursing facility beds. The corporate QA staffing will be limited to a formula of 1 FTE per 500 beds with pro-rating applied as needed. The corporate QA can be in addition to the facility specific QA.